

Consumer Services Review

In order to transform Indiana's mental health and addiction system, or any system for that matter, leaders must first understand what is working and what is not working in that system. The Family and Social Services Administration (FSSA), Division of Mental Health and Addiction (DMHA) and Indiana's Mental Health and Addiction Transformation workgroup have taken the first steps toward obtaining this valuable information. In January, two cross-system committees were convened to develop case review protocols to assess the quality of mental health and addiction services - one for children and one for adults.

The committee that met to create the children's protocol included a family member and children's mental health advocate, representatives from child welfare, juvenile justice and several community mental health centers, DMHA staff, and a member of the TA Center. Ivor Groves, Ph.D. and Ray Foster, Ph.D. with Human Systems and Outcomes, Inc. (see <http://www.humansystemsandoutcomes.com/home.htm> to learn about this organization) facilitated the committee's work. The Consumer Services Review uses a case study approach to identify the status of both children and caregivers, children's progress during the past 180 days and the performance of the service delivery practices used with individual children and families.

The task of the children's committee was to define status, progress and practice performance indicators based on the realities of Indiana's mental health and addiction system. A few of the indicators identified for Indiana's Consumer Services Review protocol included:

- ❑ Child status – safety, stability, permanency, and emotional well-being
- ❑ Caregiver status – support of the child, participation in decisions, satisfaction with services
- ❑ Child progress – improved coping/functioning, school progress, risk reduction
- ❑ Practice performance – engagement of child and family, individualized service plan, resource availability

Throughout the development process, the committee was reminded that the purpose of the Consumer Services Review is to review and refine Indiana's mental health and addiction system. The goal is to get data that can be used for improving the quality of the system.

Drs. Groves and Foster are in the process of customizing Indiana's Consumer Services protocol for children based on the committee's input. Once the protocol has been finalized, peer reviewers will be identified and trained. The expectation is that each community mental health center will identify two reviewers, one for adults and one for children. After being trained on the protocol, the reviewers will complete the Consumer Services Review for identified children and their families receiving services from another mental health center. Note that the review process relies mostly on information obtained through interviews with key individuals involved with the child and family rather than information documented in case files. For example, a reviewer might conduct interviews

with the youth, his or her caregiver, special education teacher, therapist, and child welfare case manager.

DMHA staff are currently working closely with Drs. Groves and Foster to identify and train an initial team of peer reviewers. Initial reviews will be completed in May at five mental health centers in central Indiana and the remaining centers will be reviewed by the end of the year. Watch for more information on the implementation of the Consumer Services Review protocol on DMHA's website (<http://www.in.gov/fssa/servicemental/>), the IndianaSOC listserv and future editions of this newsletter.

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